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Mayor, City of Seattle



Welcome to Your New Home

Information for Seattle Utility Customers

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This brochure is brought to you by Seattle City Light, your electric utility and Seattle Public Utilities (SPU), your water, sewer, drainage, and garbage utility. You can count on us to provide environmentally sound services at the lowest possible cost.

Customer Service(206) 684-3000
(TTY, hearing & speech impaired) (206) 233-7241
Out of area calls (800) 862-1181

Monday-Friday 7:30 a.m.-6 p.m.
Contact us regarding all account matters, general information for electricity, water, sewer, drainage, garbage, yard waste, and recycling. Interpreter services may be requested for customers who speak foreign languages.

Emergency Services
After-hours Electrical Emergencies (206) 706-0051
www.seattle.gov/light/neighborhoods
Water, Sewer or Surface Drainage Service (206) 386-1800

Assistance Programs (206) 684-3000
www.seattle.gov/humanservices/csd/utilityassistance
Several options are available for seniors, disabled, and low-income residents having trouble paying utility bills. Income guidelines generally apply.

Automated Services (24-hours)
Open or Close Your Account (206) 684-4969
www2.cityofseattle.net/util/services/closeopen/a.asp
Report Missed Garbage/Yard Waste/Recycling (206) 684-3000
www.seattle.gov/util/services/garbage

Automatic Bill Payment (206) 733-9100
www2.cityofseattle.net/html/citizen/ach/
All City of Seattle utility bills may be paid automatically from your checking account. Customers may apply for this service online or complete the form online and mail the printed authorization to:
Seattle City Light, Account Control
700 5th Ave, Suite 3200, PO Box 34023
Seattle, WA 98124-4023

Billing Information(206) 684-3000
www.seattle.gov/light/accounts
www.seattle.gov/util/services/billing

You will receive **separate** bills for electricity and for combined utilities, every two months. The charges will vary based on the number of people in the household, conservation, type of heat, etc. Visa and MasterCard credit and debit card payments are accepted online, by telephone and at all payment locations. Customers may mail in payments or make payments in person at the locations listed on the back of your bill. Call us right away about billing irregularities or if you are unable to pay by the due date. Information about rates, charges and policies is available online and upon request.

Billing Policies for Seattle City Light
City Light is a municipal utility and according to Washington law, may not waive charges for electricity that has been delivered to your property. This would be considered a gift of public funds. When service has been disconnected for failure to pay bills, City Light is required to collect full payment before restoring service. An alternative is 50 percent payment and satisfactory payment arrangements for the entire amount due.

When changes occur in occupancy and/or property ownership, owners and tenants are equally responsible for notifying City Light within 10 working days. Otherwise, the owner may be billed for charges incurred by tenants and/or former owners, even if the bill is in the name of the tenant, or former owner.

All adults residing at a property are responsible for paying the electric bill. This includes spouse, domestic partner, and roommates, even if not listed on the electric service application.

Budget Billing Plan (206) 684-3345
www.seattle.gov/light/accounts/assistance
For residential and small general-service customers with account balances no more than \$100. City Light divides the past annual electricity charge into equal billing installments and applies this amount over 12 months. This calculation is performed annually.

Information for Seattle Utility Customers

Call Before You Dig 1-800-424-5555
www.callbeforeyoudig.org
Call at least two working days before beginning any excavation.

Calling for Volunteers

Individuals, groups and businesses can get involved in keeping their neighborhood clean and safe. Seattle Public Utilities’ volunteer programs provide free clean up materials and disposal services.
Adopt-A-Street, Adopt-A-Drain (206) 684-7647
Red Wagon Paint Out (Graffiti) (206) 684-7790



Conservation Information and Services

Seattle City Light (206) 684-3800
Seattle Public Utilities (206) 684-SAVE (7283)
www.seattle.gov/light/conserve/resident
www.savingwater.org
We have a variety of informational materials and programs to help reduce your utility bills. Call us or visit our web sites.

Electrical Services

(Addresses north of Denny Way) (206) 615-0600
(Addresses south of Denny Way) (206) 386-4200
www.seattle.gov/light/contractors/resc
Call in advance if you need electrical service installation information or temporary disconnects. Customers may request “Requirements for Electric Service Connection,” or obtain this manual online.



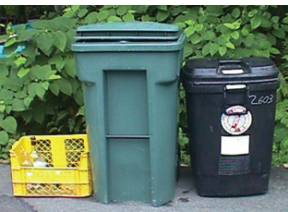
Environmental Services

Seattle Public Utilities (206) 684-7666
www.seattle.gov/light/environment
www.seattle.gov/util/services/garbage
Graffiti Removal (206) 684-7587
Illegal Dumping (206) 684-7587
The Garden Hotline (206) 633-0224
Surface Water Pollution Prevention (206) 684-7587

Fuel Use

www.seattle.gov/light/FuelMix/
Washington State law requires that utilities tell customers how their electricity is generated. The following fuels were used to generate the electricity City Light supplied in 2006: Hydro 89.8%, Nuclear 4.6%, Wind 3.5%, Natural Gas 1.1%, Coal .9%, Other .1%

Garbage Services (206) 684-3000



www.seattle.gov/util/services/garbage
Garbage containers must be city-provided. Monthly garbage rates for curbside or alley are based on container size. If your garbage container is too heavy, it will not be collected. (e.g., a 32-gallon can has a 60-pound weight limit.) There is a \$6.00 charge for each extra unit that does not fit in your can with the lid completely closed. Cans containing more than 10 percent recyclables will not be collected. Call to replace missing or damaged cans.

Report a Missed Collection (206) 684-3000
Report a missed garbage, recycling or yard waste collection after 6 p.m. on the day it was missed or before 6 p.m. within two working days. If weather prevents safe collection, we will accept a double load at no extra charge on your next regular collection day.

Disposal & Recycling Stations (206) 684-8400
www.seattle.gov/util/Services/Garbage/Recycling_&_Disposal_Stations/
Hours 8 a.m. - 5:30 p.m., daily except Thanksgiving Day, Christmas Day & New Year’s Day.
North Station: 1350 North 34th Street (closed 4th of July)
South Station: 8105 5th Avenue South

Green Up with Renewable Energy (206) 684-8822



www.greenupseattle.org
City Light customers can choose to pay additional dollars (\$3, \$6, \$12 or more) each month to more each month to purchase new renewable energy. Demonstrate your commitment to the environment. Support clean energy.

Power Line Clearance/Tree Trimming (206) 386-1663
www.seattle.gov/light/neighborhoods
This program clears vegetation between poles and the first ten feet of wire from our pole to your property. Customers clear remaining wire.

Power Outages (206) 684-7400

www.seattle.gov/light/neighborhoods
Unplanned outages resulting from storms, accidents and vandalism are repaired as quickly as possible. Some outages are planned to repair or upgrade the system. If we must temporarily disconnect your power, we make every effort to provide advance notice.



Project Share (206) 684-3000

www.seattle.gov/light/help/share
Project Share is a City Light program funded by customer donations. It is available to help income-qualified customers with one-time emergency, electric bill payments. If you would like to contribute to Project Share, please call for information, or submit an online donation form. Contributions are tax deductible and not used for administrative purposes.

Recycling Program (206) 684-3000

www.seattle.gov/util/services/recycling
Contact us to receive recycling containers for curbside or alley collection.



Please recycle:

- Clean paper and mail
- Shredded paper strips in clear plastic bags
- Flattened cardboard
- Milk cartons and juice boxes
- Frozen food boxes
- Plastic bottles and jugs (no caps)
- Plastic dairy tubs (no lids)
- Plastic shopping bags (stuffed into one bag and tied)
- Aluminum and tin cans
- Ferrous metal (sticks to a magnet; limit 16”x16”x12”)
- Glass bottles and jars (placed in a separate glass container)

Side Sewers

The side sewer carries wastewater from your building’s plumbing system to the public sewer main. Property owners are responsible for repairing and maintaining them, which can be costly and not typically covered by home owner’s insurance policies. 90 percent of sewer back-ups are caused by problems in side sewer lines and can generally be resolved by a private plumbing company. If sewage is coming up inside your home when you are not using water, call Seattle Public Utilities at (206) 386-1800.

Skagit Tours: Diablo Lake Adventure and Diablo Dam Good Dinner (206) 684-3030

www.SkagitTours.com
City Light conducts summer tours of its Skagit facility in the scenic North Cascades. The tour begins in Newhalem, WA, approximately three hours northeast of Seattle.



Streetlight Problems (206) 684-7056

www.seattle.gov/light/streetlight
Streetlight trouble? Please contact us with the pole number and location of streetlights that are malfunctioning.

Yard and Food Waste Program (206) 684-3000

www.seattle.gov/util/services/yard
Yard and food waste service is optional. Subscribers pay \$5.35 for the basic yard waste service (up to 4 units per bi-weekly collection). Additional units are \$1.60 each. Free 96-gallon wheeled yard waste carts are available. Place additional yard waste in rigid containers with handles (32-gallon, 60 pound limit), heavy paper bags, reusable polyethylene bags, or bundles tied with fiber twine (4’x2’x2’ limit).

We will collect:

- Leaves, grass, plant trimmings, garden produce
- Branches (under 4 inches in diameter by 4 feet long)
- Food scraps & food-soiled paper (only in 96 gallon carts)
- Holiday trees (4-foot lengths; no flocking or decorations)

Note: This brochure is translated into Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean.
Call 206-684-3000 for assistance. Interpreter service is available.